

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
JAN 16 2009

For Commission Use Only:
Case: 09-0042

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

2009 JAN 16 P 3:15

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

Donna + Mike Altherr

Against (Utility name):

Ameren IP

As to (Reason for complaint) We built our home in the summer of 2006 w/400 amp electric service - an all electric home. Ameren

IP engineers surveyed and installed the service. We believe with the new installation had been completed with the

requested "all electric discount". When we inquired in Feb '07 about the increase in our bills and specifically

questioned about losing the electric discount + the new rates - nothing was noted about not having the electric discount

We have since discovered Ameren IP reinstated the electric discount to everyone but us. We are want credit back to the

date of installation.

in Decatur Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

2909 Forest Crest Rd, Decatur, IL 62521

The service address that I am complaining about is

2909 Forest Crest Rd, Decatur, IL 62521

My home telephone is

(217) 422-8688

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(217) 422-8688

My e-mail address is m.altherr@comcast.net

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company) Ameren IP

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Part 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

See attached statement

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Please clearly state what you want the Commission to do in this case:

See attached

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: Jan 12, 2009
(Month, day, year)

Complainant's Signature: Michael F. Altherr

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

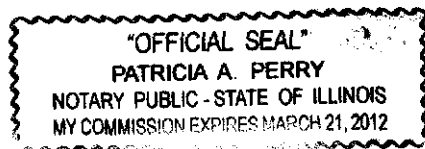
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Michael Altherr, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Michael F. Altherr
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 1. 12. 09

Patricia A. Perry
Signature, Notary Public, Illinois

(NOTARY SEAL)

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address. When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I Michael F. Althaus complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Complainant's Signature Michael F. Althaus
Subscribed and sworn/affirmed to before me on (month, day, year)

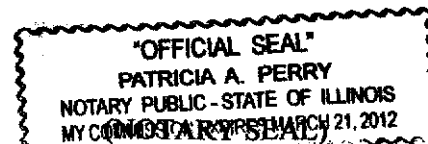
1. 12. 09

Signature, Notary Public, Illinois

Patricia A. Perry

NOTE: failure to answer all of the questions on this form may result in this form being returned without processing.

lcc207/07



Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

We are asking for the all electric discount credit. Beginning at the time of the new residential construction at 2909 Forest Crest Road that began approximately August 2005 to the time the electric discount was finally instated correctly on our bill dated 11/24/2008. The actual time frame credit due to us is longer, dating back to the building on the premise where all electric was provided dating back as far as 2002. That would ultimately make the credit due to us much larger.

1) On 2/7/07 Donna Altherr talked to (customer service) Latoya, about why our power bill doubled after the rate increase. Donna asked if that was because we lost our all electric rate, or other factors, and wanted a comparison of the before and after rates. Latoya stated she wasn't able to give us the comparison (we thought that was odd), but would send someone out to re-read the meter. Latoya also mentioned there are now other options for another electric company. **LATOYA FAILED TO MAKE A NOTE THAT WE WERE QUESTIONING OUR ALL ELECTRIC RATE STATUS!!!!** Because of Latoya's lack of recording this information, your representatives continue to play ignorant of the type of power we consume and refuse to admit we discussed with you, and notified you, of our all electric status. **We can provide the actual power bill from 2-7-07, with notes taken (on the bill) at the time of the conversation with your representative.**

2) Unknown to us at the time it happened, Ameren re-established the all electric rate for some of their customers (but failed to include us, and failed to send notification to us, so that we would know it was being reinstated!). We have been overcharged for our electric since the day we established service on October 25, 2005, and established our electric baseboard heat in it (Ameren knew we were all electric at that time too). We have never had anything but electric service. We have a transformer the size of a Volkswagen Beetle in our front yard - your engineer was involved in the details of its installation, including its specific location (that should have been an additional clue). We can not help it that Ameren IP representatives, engineers, and any other employees involved have failed to do their jobs adequately during all of these contacts with them. We have contacted Ameren to get this resolved on the following dates: 2/7/07, 9/19/08, 10/7/08, 11/3/08, 11/5/08, 11/25/08, 12/2/08, and 12/17/08.

3) **We want reimbursed for the overcharges on our electric usage. The approximate dollar amount is \$4500.00 and the exact amount should be verified by Ameren recalculating our actual power usage and correct rates. This is based on Part 280.**

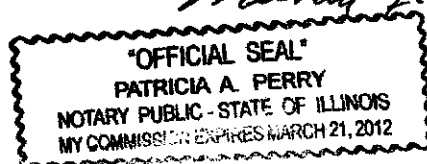
Please clearly state what you want the Commission to do in this case: **We want reimbursed for the \$4500.00 worth of overcharges on our power bill.**

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 1/12/09

Complainant's Signature: Michael F. Altherr

Month, Day, Year 1/12/09



Patricia A. Perry